

Michael F. Easley
Governor



State of North Carolina
Office of the Governor

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GOV. EASLEY ANNOUNCES UPGRADES TO 511 TRAVEL INFORMATION LINE
Recent Enhancements Make System More User-Friendly

RALEIGH — Gov. Mike Easley today announced upgrades to North Carolina's 511 toll-free travel information line, with new features and technology to make it faster and easier to use. The system is overseen by the N.C. Department of Transportation and provides motorists traveling anywhere in the state with road conditions, weather updates and other travel-related information.

"With more than 1.5 million calls to date, 511 is a valuable resource for travelers throughout our state, especially during times of inclement weather such as snow and ice," Easley said. "The system has been improved so it is more efficient, better responds to the needs of citizens and helps them reach their destinations safely."

By dialing 511 from a landline or cellular phone, citizens can now access travel conditions in or near more than 650 North Carolina communities, nearly triple the previous number. Incidents listed in the system have been prioritized to provide callers the most significant information first, reducing the length of the average call.

The Transportation Department has also upgraded 511's voice-activated menu to recognize a wider range of voices and accents. The system's highway information has been expanded to include incidents on all designated state routes, in addition to interstate and U.S. routes. Previously, only select N.C. routes were available on the system.

Other enhancements include a telephone transfer link to the Tennessee Department of Transportation's 511 system and an expanded public transportation menu. In addition, the weather conditions option has been moved to an earlier location on the main menu.

North Carolina's 511 system first debuted in August 2004 as part of a nationwide effort to provide timely and accurate travel information to motorists. The 511 abbreviated dialing code has been reserved by the Federal Communications Commission on a national basis to provide transportation information.

Callers can leave suggestions for further upgrades to 511 by saying "feedback" and recording a short comment. Travel information is also available online by visiting www.ncdot.org/traffictravel.

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